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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Applicants: Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing
Serial No.: 09/823,770 Filing Date: March 31, 2001
Examiner: Unassigned Group Art Unit: 2642
Docket No.: SBL0002US Client Ref. No. SIEB060/US

Austin, Texas
February 23, 2004

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

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Technology Center 2600

**INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. § 1.97(c)(2)**

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Copies of these documents are enclosed.

Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

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Please charge the fee of \$180.00 under 37 CFR §1.17(p) for submission of an Information Disclosure Statement (plus any other fees which may be required) to Deposit Account No. 502306. This paper is being submitted in duplicate.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on February 23, 2004.


Attorney for Applicants

2/23/04
Date of Signature

Respectfully submitted,



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